

IN THE CLAIMS:

1. (Currently Amended) A method of converting a personal computer for communicating information on a broadband communication network, said personal computer having a user and a physical location, comprising:

upgrading the broadband communication network to extend broadband service boundaries into a new geographic area;

updating a database to include a plurality of physical locations within the new geographic area;

accessing the database to determine whether said physical location falls within the extended service boundaries for said broadband communication network;

offering levels of broadband service to said user;

making an automation agent available to the user, the automation agent being configured to perform a remote qualifying step to qualify said personal computer for said broadband communication network, said step comprising:

~~establish~~ establishing a dialog with an automation server;

~~direct~~ directing a modem coupled to said personal computer to make an attempt to access a network physical layer ~~[[and]]~~ , to determine basic success or failure of said attempt, and to report data elements associated with said access to said automation agent data elements determined from said attempt that characterize said network physical layer; and

~~perform~~ performing a workflow process tailored to a selected level of broadband service based on said data elements; and

fulfilling said order by initiating said automation agent on said personal computer to interact with the user and thereby configure said modem for access to said broadband communication network.

2. (Original) The conversion method of claim 1, wherein said broadband communication network is a DSL network.

3. (Currently Amended) The conversion method of claim 2, wherein said network physical layer is a physical line, and said remote qualifying step further comprises using a narrowband modem to contact a DSL line qualification server to test [[a]] said physical line outside the scope of said broadband communication network, and wherein said data elements include DSL subscriber loop characteristics associated with said physical line.

4. (Original) The conversion method of claim 1, wherein said broadband communication network is a cable network.

5. (Currently Amended) The conversion method of claim 4, wherein said remote qualifying step further comprises detecting a carrier signal from said broadband communication network, and said data elements include a signal strength of said carrier signal or an error code resulting from said attempt.

6. (Cancelled)

7. (Previously Presented) The conversion method of claim 1, wherein said user is selected for said offer based on pre-established criteria.

8. (Currently Amended) The conversion method of ~~claim 6~~ claim 7, wherein at least some of said criteria are stored in the database.

9. (Original) The conversion method of claim 1, wherein said broadband communication network is an ISDN network.

10. (Original) The conversion method of claim 1, wherein said broadband communication network is a wireless network.

11. (Currently Amended) A system for configuring a personal computer for communicating over a broadband communication network, said system comprising:

an automation server remote from but in electrical communication with said personal computer; and

an automation agent within said computer and configured to establish a dialog with said automation server,

wherein said automation server is configured ~~[[to:]]~~ for remotely qualify ~~qualify~~ qualifying said personal computer for said broadband communication network by determining whether said personal computer meets predetermined acceptance criteria, wherein said determining includes:

offering levels of broadband service to a user of said personal computer;

directing a modem coupled to said personal computer to attempt access a network physical layer, to determine basic success or failure of said attempt, and to report to said automation agent data elements determined from said attempt that characterize said network physical layer associated with said access to said automation agent;

initiating said automation agent on said personal computer, the automation agent being further configured to perform a workflow process tailored to a selected level of broadband service based on said data elements; and

performing said workflow[.]; and

wherein said automation server is further configured to automatically fulfill said order
by initiating said automation agent to interact with said user and thereby configure said
modem for access to said broadband communication network.

12. (Original) The configuration system of claim 11, wherein said broadband
communication network is a DSL network.

13. (Currently Amended) The configuration system of claim 12, wherein said network
physical layer is a physical line, and said automation agent instantiates a narrowband modem to
contact a DSL line qualification server to test [[a]] said physical line outside the scope of said
broadband communication network, and wherein said data elements include DSL subscriber loop
characteristics associated with said physical layer.

14. (Original) The configuration system of claim 11, wherein said broadband
communication network is a cable network.

15. (Currently Amended) The configuration system of claim 14, wherein said ~~automation~~
~~agent is configured to initiate attempt~~ includes initiating detection of a carrier signal from said
broadband communication network.

16. (Currently Amended) The configuration system of claim 15, wherein said ~~carrier signal~~
~~has data elements include~~ a signal strength and a set of error codes, and wherein said signal strength
and said error codes are used by said automation agent when qualifying said personal computer.

17. (Previously Presented) The configuration system of claim 11, wherein said user is selected for said offer based on pre-established criteria.

18. (Original) The configuration system of claim 17, wherein at least some of said criteria are stored in a subscriber profile database.

19. (Original) The configuration system of claim 11, wherein said broadband communication network is an ISDN network.

20. (Original) The configuration system of claim 11, wherein said broadband communication network is a wireless network.

Claims 21 – 33 (Cancelled)

34. (Previously Presented) The conversion method of claim 1, wherein said dialog includes a direct sale of said broadband service in response to marketing said broadband service to said user.

35. (Previously Presented) The conversion method of claim 1, wherein said offer is extended via said dialog.

36. (Previously Presented) The configuration system of claim 11, wherein said dialog includes a direct sale of broadband service in response to marketing of said broadband service to said user.

37. (Previously Presented) The configuration system of claim 11, wherein said offer is extended via said dialog.

38. (Previously Presented) The conversion method as recited in claim 1, further comprising reporting said data elements to said server and modifying an automation workflow based thereon.

39. (Previously Presented) The configuration system of claim 11, wherein said data elements are reported to said server and an automation workflow is modified based thereon.

Claims 40-43: Cancelled

44. (Currently Amended) The conversion method of claim 1, further comprising extending an offer to form a contract for said broadband service, wherein said automation server is configured to receive from said user via said automation agent an electronic order accepting said offer, said offer and accepting forming a contract for said broadband service, and wherein said ~~remotely~~ remote qualifying step ~~said personal computer~~ is performed in response to said order.

45. (Previously Presented) The configuration system of claim 11, wherein said automation server is further configured to receive from said user via said automation agent an electronic order accepting an offer of said broadband service extended, said offer and accepting forming a contract for said broadband service, and wherein said remotely qualifying said personal computer is performed in response to said order.

46. (New) A method of converting a personal computer for communicating information on a broadband communication network, said personal computer having a user and a physical location, comprising:

- upgrading the broadband communication network to extend broadband service boundaries into a new geographic area;

- updating a database to include a plurality of physical locations within the new geographic area;

- accessing the database to determine whether said physical location falls within the extended service boundaries for said broadband communication network;

- offering levels of broadband service to said user;

- making an automation agent available to the user, the automation agent being configured to perform a remote qualifying step to qualify said personal computer for said broadband communication network, said step comprising:

 - establishing a dialog with an automation server;

 - directing a modem coupled to said personal computer to make an attempt to detect a carrier signal from said network and to detect data elements including a signal strength or an error code associated with said attempt; and

 - performing a workflow process tailored to a selected level of broadband service based on said data elements; and

- fulfilling said order by initiating said automation agent on said personal computer to interact with the user and thereby configure said modem for access to said broadband communication network.

47. (New) A method of converting a personal computer for communicating information on a broadband communication network, said personal computer having a user and a physical location, comprising:

- upgrading the broadband communication network to extend broadband service boundaries into a new geographic area;

- updating a database to include a plurality of physical locations within the new geographic area;

- accessing the database to determine whether said physical location falls within the extended boundaries for said broadband communication network;

- offering levels of broadband service to said user;

- making an automation agent available to the user, the automation agent being configured to perform a remote qualifying step to qualify said personal computer for said broadband communication network, said step comprising:

 - establishing a dialog with an automation server;

 - directing a narrowband modem coupled to said personal computer to contact a DSL qualification server to test a physical line outside the scope of said broadband communication network, and collecting subscriber loop characteristics associated with said physical line; and

 - performing a workflow process tailored to a selected level of broadband service based on said data elements; and

- fulfilling said order by initiating said automation agent on said personal computer to interact with the user and thereby configure said modem for access to said broadband communication network.